

The course concentrates on the communication and interpersonal skills required for successful, fair and consistent interviewing. Participants are invited to consider their own attitudes and the way in which these, unless recognised, can influence the way we listen and question.

The course examines interview experiences in order to map out the 'positive' from the 'negative' and to see whether we can learn from these in our own interviewing. There will be an opportunity to rehearse skills and analyse the results with detailed feedback from the trainer.

**Your Workshop Leader: Richard Ellis**

## KEY TOPICS

- Development of background materials to be used when preparing for interviews
- The interview environment
- Conducting the interview: listening and questioning skills, eye contact and non-threatening body language
- Structuring the interview: consideration of each phase of the process – particularly the opening and closing stages

## WHO SHOULD ATTEND

People at any level who have not had a great deal of experience of the skills of effective interviewing.

**Note:**

Materials for this very interactive workshop will be taken from Richard Ellis's book *Communication Skills for the Professional* (Intellect Press, 2009).

The trainer will use a selection of case studies, role-plays and exercises to enhance the learning experience.

## **Outline Programme**

### **Part 1: Setting the scene**

- Introductions
- our own experiences of being interviewed for a job, as part of an appraisal, etc
- What were the positives and negatives?
- What can we learn from this?
  
- How our attitudes can influence our communication
- The 'halo effect'

*Refreshment break*

### **Active Listening**

- Questioning skills: the different types of questions
- Dangers of using leading questions: some examples
  
- Preparation of scenarios to be used in the afternoon.
- The role of the observer

*Lunch*

### **Part 2: Workshop**

- Working in threes: interviewer, interviewee and observer run through short scenarios from selection and appraisal interviews. (The observer role will be passed round the group so that all three will have this experience.)

*Refreshment break*

### **Plenary: discussion of results**

- observations from observers and from trainer who will have been circulating round the groups

### **Actions and follow-up**

### **Close of Workshop**

